

Appendix B – Draft OPS Weekly Article

Title: Ask Eva your questions!

The Enterprise Virtual Assistant (EVA) chatbot is expanding beyond I&IT to now include commonly asked questions from OPS staff regarding Human Resources and Labour Relations matters, such as remote work, COVID-19 and returning to the workplace.

To learn more about EVA and how to ask a question, please visit [EVA on InsideOPS](#).

Eva – Enterprise Virtual Assistant

Meet Eva –Enterprise Virtual Assistant



Hello, my name is **Eva**, your
Enterprise Virtual Assistant.
How can I help you?

Who is Eva?

Eva is your enterprise personal assistant, available 24/7 through [ONRequest](#)'s LiveChat feature to provide answers to many of your everyday questions about OPS I+IT, HR and LR services. All you have to do is ask!

What's New –

Starting in November 2020, we are pleased to announce that the Enterprise Virtual Assistant (EVA) is expanding beyond I&IT to now include commonly asked questions from OPS staff regarding Human Resources (HR) and Labour Relations (LR) matters, such as remote work, COVID-19 and returning to the workplace.

Over time, the pilot of the HR/LR components in Eva will continue to learn new skills to answer your questions and solve your issues even more effectively. And you can always choose to contact a staff member instead.

How to Get Started



Visit ONRequest

Navigate to the [ONRequest homepage](#) using your internet browser of choice. Be sure to bookmark this page so you can easily find your way back!



Open the Eva Chat Window

Click the chat bubble icon in the bottom-right corner of the ONRequest homepage to open the Eva chat window.



Start asking questions

Ask Eva your I+IT, Human Resources and Labour Relations questions and get an instant response.

How Does Eva Work?

Eva pulls from a large database of information to answer your every day I+IT, HR and LR questions. If Eva is ever unable to answer one of your questions regarding I+IT, you will automatically be transferred to live chat with a Service Desk agent. For any HR and LR questions, you may be asked to contact a staff member instead. Eva will also continue to learn new skills to help improve your experience over time; **the more interactions you have, the more Eva learns so remember to ask questions whenever you can!**

[Examples of questions you can ask Eva](#)

- How do I download Microsoft Teams?
- How do I reset my GO-Remote VPN pin number?
- How do I access my OneDrive?
- How do I set my default printer?
- How do I order a mobile phone?
- How can I change the billing information for a mobile phone account?
- How do I reset my voicemail password?
- What is Microsoft Planner?
- How do I dispose of an old phone?

- Where do I find resources on COVID-19?
 - How do I find the latest announcements on returning to work?
 - How do I get paid if I am required to self-isolate?
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Working remotely? Follow the instructions to below to access S.ODO and ONRequest



Log into Office 365 via office.com using your OPS email address, then select the “All apps” button

- “All apps” is typically located on the second row of applications, with a red arrow above it



Scroll down to the “All apps” section of the page where you will see both ONRequest and S.ODO listed



When selecting either S.ODO or ONRequest, you will be asked to sign in with your OPS email address and your computer password

- Please note: When accessing S.ODO, you will see a white box appear ahead of getting to the S.ODO home page, please press “cancel” and you will be directed to the home page, where you can login using your OPS email address